Purpose of the Exam Prep Guide

The intent of this guide is to set expectations about the content and the context of the exam and to help candidates prepare for the exam. In this guide, you will find recommended HP training courses, reference and study material to help you achieve a successful passing score.

Studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Audience

This exam is for technical professionals with at least 3 months of on the job experience. Examples of job roles:

- HP OpenView Authorized Partners
- Support Engineers
- Implementation Consultants


Certification Requirements

This HP OpenView Service Desk 5.x exam is one of the core requirements to be certified as an AIS in HP OpenView Consolidated Service Desk (2006).

Prerequisites

- ITIL Foundations Certification
Exam Details

At the beginning of the exam, you will be asked to answer several survey questions. The survey questions are designed to assist the exam development team in accurately profiling test results and to improve future exams.

The following are details about the exam:

- **Number of items:** 75
- **Item types:** multiple choice
- **Time commitment:** 120 minutes
- **Passing Score:** 67 percent
- **Reference Material:** No on-line or hard copy reference material will be allowed at the testing site.

Comments on the Exam

During the exam, participants can make specific comments about the items (i.e., accuracy, appropriateness to audience, etc). HP welcomes these comments as part of our continuous improvement process.

Exam Content

The following testing objectives represent the specific areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of these areas.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>ITIL Basics</td>
</tr>
<tr>
<td>2.0</td>
<td>User Interfaces</td>
</tr>
<tr>
<td>3.0</td>
<td>Usage</td>
</tr>
<tr>
<td>4.0</td>
<td>Organizational Management</td>
</tr>
<tr>
<td>5.0</td>
<td>Service Calls, Incidents and Work Orders</td>
</tr>
<tr>
<td>6.0</td>
<td>Problem Management</td>
</tr>
<tr>
<td>7.0</td>
<td>Configuration</td>
</tr>
<tr>
<td>8.0</td>
<td>Field &amp; Code Tables</td>
</tr>
<tr>
<td>9.0</td>
<td>Forms &amp; Templates</td>
</tr>
</tbody>
</table>
Objective

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.0</td>
<td>Views</td>
</tr>
<tr>
<td>11.0</td>
<td>Actions &amp; Applications</td>
</tr>
<tr>
<td>12.0</td>
<td>Rules</td>
</tr>
<tr>
<td>13.0</td>
<td>Folders, Roles &amp; Accounts</td>
</tr>
<tr>
<td>14.0</td>
<td>Architecture</td>
</tr>
<tr>
<td>15.0</td>
<td>Change Management</td>
</tr>
<tr>
<td>16.0</td>
<td>Configuration Management &amp; CMDB</td>
</tr>
<tr>
<td>17.0</td>
<td>Configuration Exchange</td>
</tr>
</tbody>
</table>

Recommended Training and Study References

This section lists training courses and documents that can help you acquire a majority of the knowledge and skills needed to pass the exam. You must also gain the practical experience outlined in this guide.

You are not required to take the courses listed in this section. However, HP strongly recommends that you attend the classes, participate in class labs, and thoroughly review all course material and documents before taking the exam, even if you believe you have sufficient on-the-job experience.

Instructor-Led Training

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Enroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP OpenView Service Desk 5.x Admin I Class</td>
<td>UC328S</td>
<td>Refer to your regional websites for local training information</td>
</tr>
</tbody>
</table>

Other Reference Material

<table>
<thead>
<tr>
<th>Title</th>
<th>Order Number</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP OpenView Service Desk 5.x</td>
<td></td>
<td>Product Manuals are provided with the Service Desk 5.x products and can also be downloaded at:</td>
</tr>
</tbody>
</table>
Exam Registration
This exam is available at Prometric.

Sample Test Items

The following examples represent the types of items and question formats that you could see on the exam. These are generic samples and do not reflect the content being tested.

1. Which planet is closest to the Earth?
   A. Mars
   B. Pluto
   C. Venus
   D. Saturn

2. Which planets are “inner planets” — planets found within the asteroid belt? Select TWO.
   A. Pluto
   B. Earth
   C. Neptune
   D. Mercury
   E. Venus

3. Click the Exhibit button.
   What is this constellation called?
A. Leo
B. Aries
C. Orion
D. Taurus
E. Gemini
F. Pleiades
G. Ursa Minor
H. Ursa Major
I. Andromeda

4. Click the Task button.

Place the planets in order of closest to farthest from the planet Earth.
5. Click the Task button.

Review the picture of the planets and click on Saturn.

**Conclusion**

*HP wishes you success in the HP Certified Professional Program and in passing the exam for which you are preparing.*